

FIG. 1A

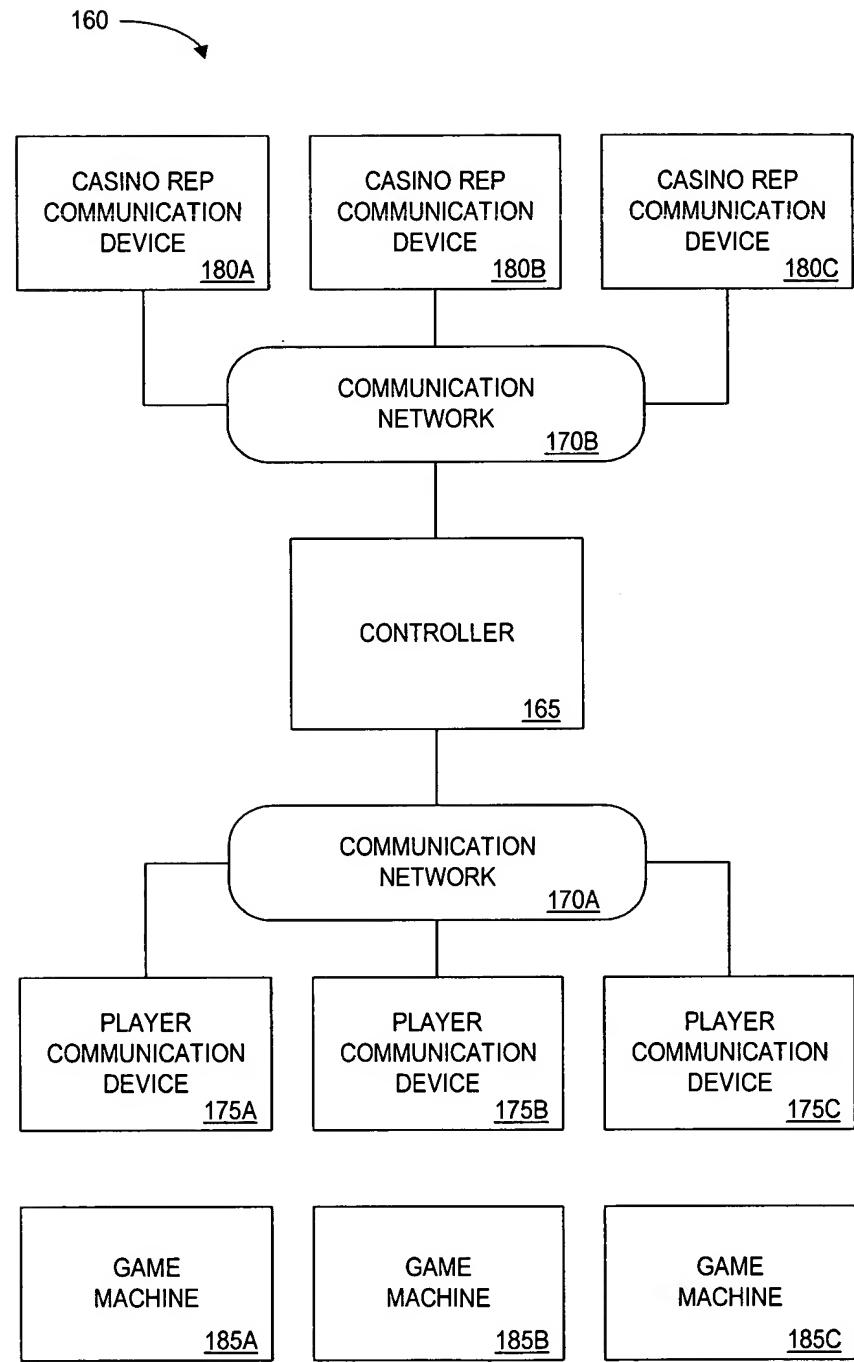


FIG. 1B

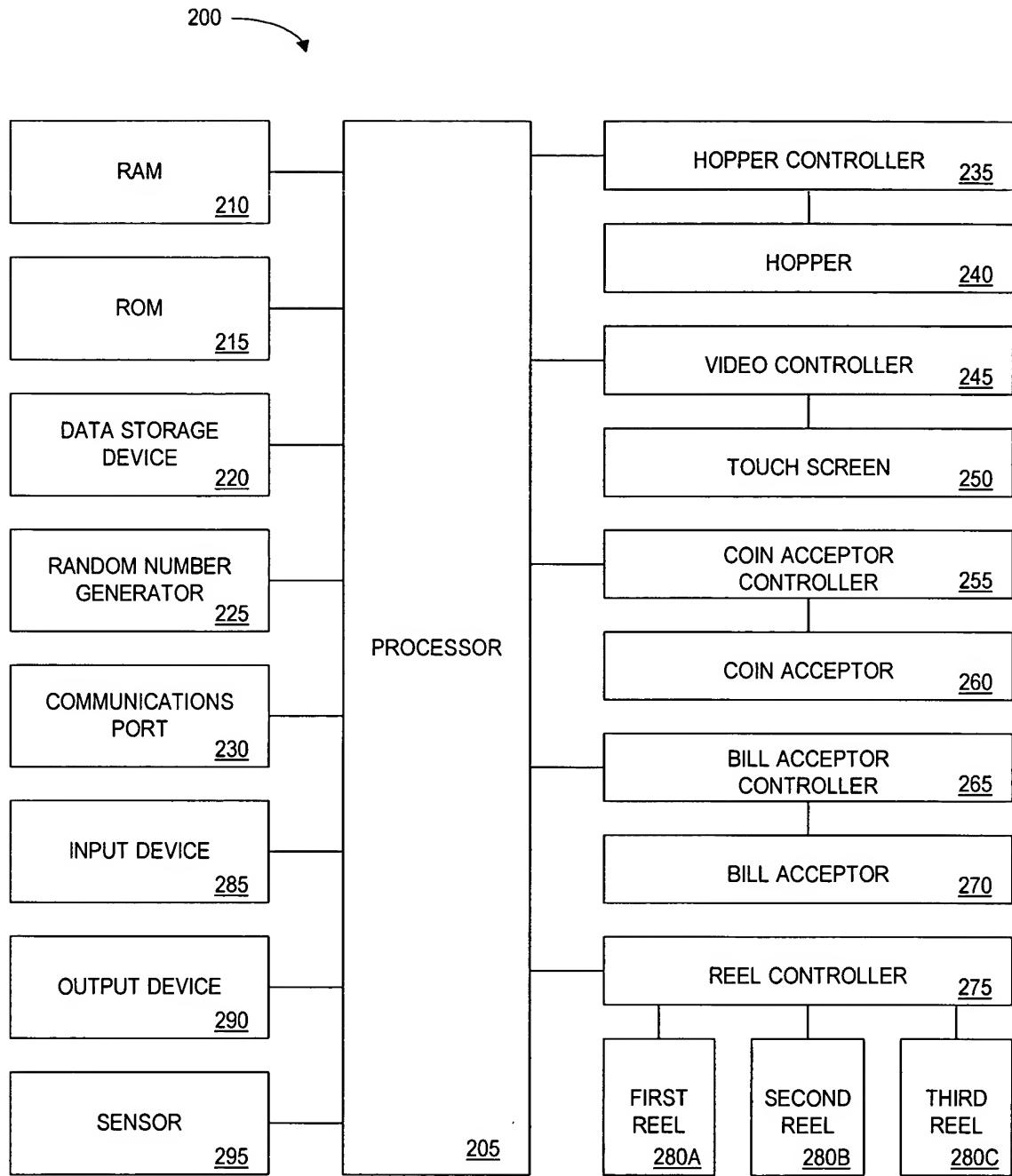


FIG. 2

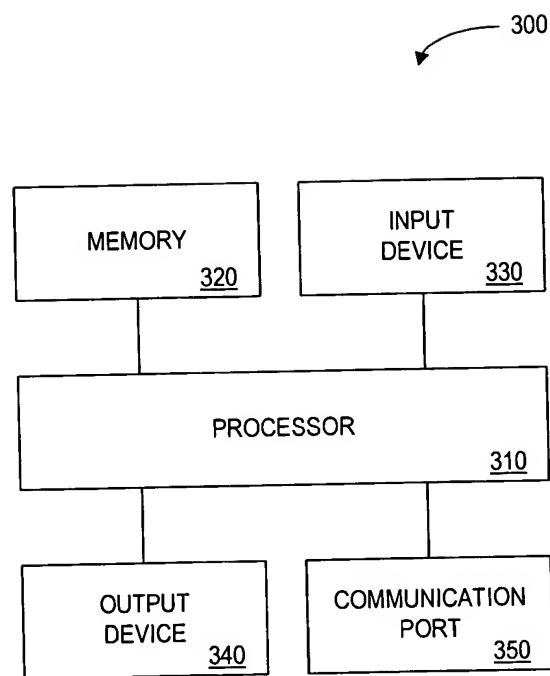


FIG. 3

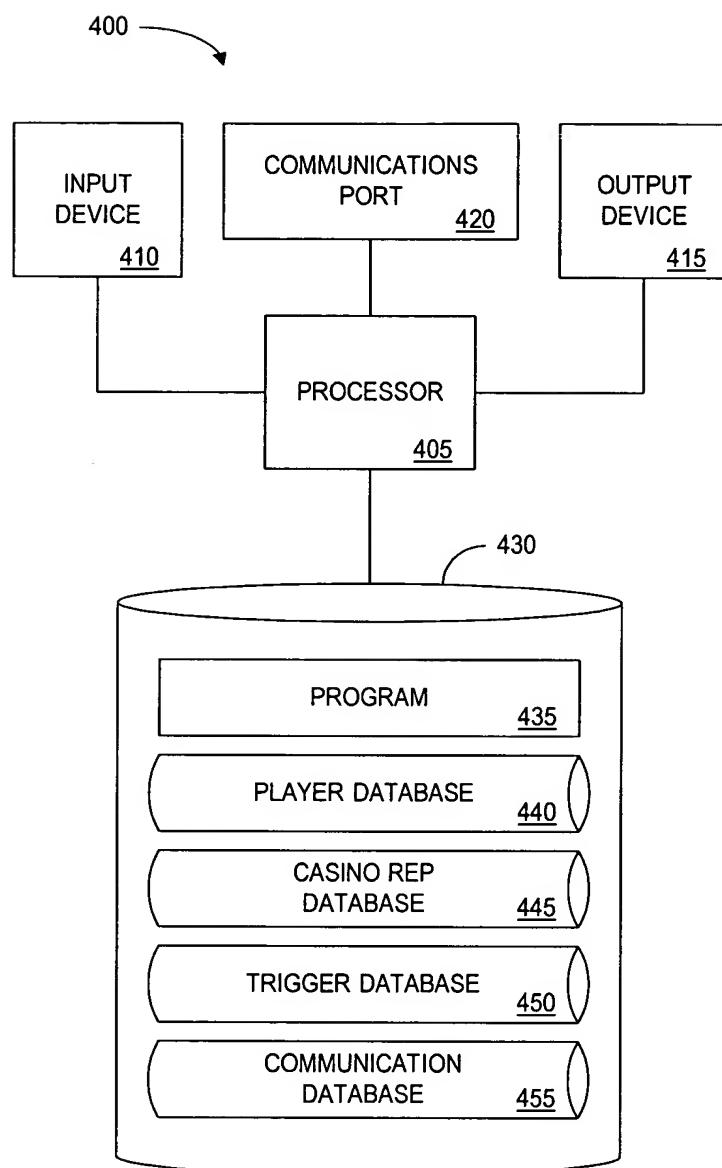


FIG. 4A

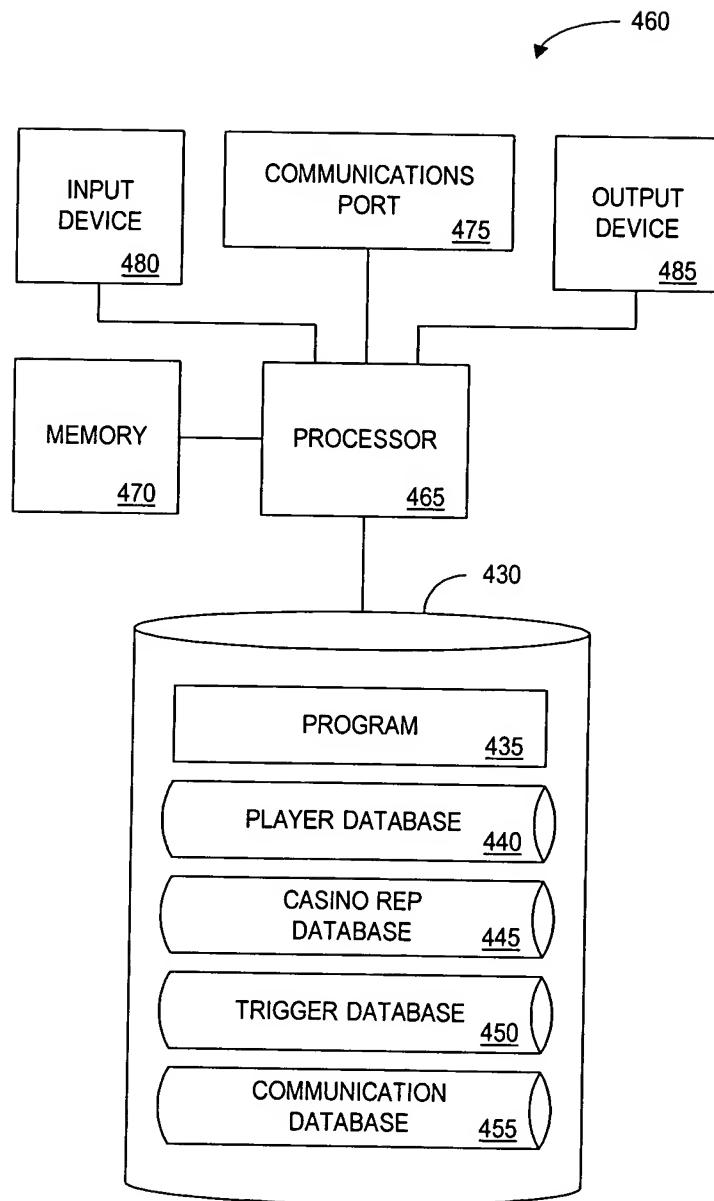


FIG. 4B

FIG. 5

PLAYER IDENTIFIER	NAME	COMP POINTS	CURRENT ACTIVITY	NOTES
510		<u>520</u>		<u>550</u>
PLAYER-1-02834555	ANNE RED	1,846 POINTS	OPERATING SLOT MACHINE #12	ENJOYS TRAVELLING, HAS VISITED MEXICO THREE TIMES IN LAST YEAR
PLAYER-2-02834555	JEFF YELLOW	8,902 POINTS	OPERATING VIDEO POKER MACHINE #57	AGE 66, RETIRED MECHANICAL ENGINEER, LOVES GADGETS
PLAYER-3-02834555	JIM BLUE	579 POINTS	OPERATING SLOT MACHINE #81	AGE 27, AVID READER OF SCIENCE FICTION BOOKS AND COMIC BOOKS
PLAYER-4-02834555	ANONYMOUS	N/A	OPERATING SLOT MACHINE #175	N/A
PLAYER-5-02834555	JOHN GREEN	2,984 POINTS	OPERATING COMP KIOSK #82	JUST BOUGHT A NEW HOUSE, HAS A SIX MONTH OLD BABY
PLAYER-6-02834555	MARY PURPLE	3,371 POINTS	PLAYING AT BLACKJACK TABLE #23, POSITION #2	AGE 25, ENJOYS MOUNTAIN BIKING, DRIVES A 1983 TOYOTA TERCEL

555
560
565
570
575
580

500

600 →

CASINO REP IDENTIFIER	NAME OF CASINO REP	SPECIALTY / TRAINING	CURRENT ACTIVITY
610	620	630	640
C-REP-1-14379051	ALICE	PRESENTING OFFERS AND BONUSES TO PLAYERS	ASSISTING PLAYER-1-02834555
C-REP-2-14379051	BOB	REMOTE ALTERATIONS TO GAME MACHINES; TYPES 80 WORDS PER MINUTE	ASSISTING PLAYER-2-02834555
C-REP-3-14379051	CARL	INSTRUCTION AND EDUCATION ABOUT BONUS ROUND MACHINES	ASSISTING PLAYER-4-02834555
C-REP-4-14379051	DIANA	SPEAKS SPANISH FLUENTLY, CUSTOMER ACQUISITION OFFERS	NOT BUSY
C-REP-5-14379051	EDWARD	OFFERS RELATING TO TABLE GAMES, OFFERS TO WEALTHY PLAYERS	ASSISTING PLAYER-6-02834555
C-REP-6-14379051	FRED	CONFLICT MANAGEMENT, DEALING WITH ANGRY PLAYERS	NOT BUSY

645
650
655
660
665
670 →

FIG. 6

700

TIME WHEN TRIGGER OCCURRED	TRIGGER THAT CAUSED PLAYER TO BE SELECTED	PLAYER IDENTIFIER
710		730
1:30PM 6/3/2002	PLAYER INDICATED THAT HE WOULD LIKE TO EARN MORE CREDITS	PLAYER-1-02834555
1:32PM 6/3/2002	PLAYER INSERTED \$50 BILL INTO VIDEO POKER MACHINE AND PLAYER HAS AT LEAST 5000 COMP POINTS	PLAYER-2-02834555
1:35PM 6/3/2002	PLAYER REQUESTED A TOUR OF SLOT MACHINE	PLAYER-4-02834555
1:35PM 6/3/2002	CURRENT TIME OF DAY IS AFTER 6PM, AT LEAST 30 HOTEL ROOMS ARE UNOCCUPIED, AND PLAYER IS NOT STAYING AT THE HOTEL	PLAYER-5-02834555
1:37PM 6/3/2002	PIT BOSS INDICATED THAT PLAYER SHOULD RECEIVE AN OFFER	PLAYER-6-02834555

740
750
760
770
780
790

FIG. 7

800

845

850

855

860

865

870

810

820

830

840

COMMUNICATION DEVICE	DESCRIPTION OF COMMUNICATION	PLAYER	CASINO REP
TELEPHONE ON SLOT MACHINE #12	CASINO REP OFFERS PLAYER 100 CREDITS TO SIGN UP FOR A NEW CREDIT CARD	PLAYER-1-02834555 <u>820</u>	C-REP-1-14379051 <u>830</u>
CELLULAR PHONE BELONGING TO PLAYER-2-02834555	CASINO REP OFFERS PLAYER 1 FREE COIN FOR EVERY 2 MINUTES THAT HE KEEPS HIS CREDIT BALANCE ABOVE 200 COINS	PLAYER-2-02834555 <u>840</u>	C-REP-2-14379051 <u>840</u>
VIDEO PHONE ATTACHED TO SLOT MACHINE #81	NOT IN USE	N/A	N/A
TOUCH SCREEN AND AUDIO SPEAKER ON SLOT MACHINE #175	CASINO REP INSTRUCTS PLAYER ON HOW TO OPERATE SLOT MACHINE	PLAYER-4-02834555 <u>850</u>	C-REP-3-14379051 <u>855</u>
COMP KIOSK #82	WAITING FOR NEXT AVAILABLE CASINO REP	PLAYER-5-02834555 <u>860</u>	UNASSIGNED <u>865</u>
PORTABLE PHONE AT BLACKJACK TABLE #23	CASINO REP OFFERS PLAYER 20 CHIPS FOR AGREING TO TEST DRIVE A FORD SOMETIMES IN THE NEXT 30 DAYS	PLAYER-6-02834555 <u>870</u>	C-REP-5-14379051 <u>870</u>

FIG. 8

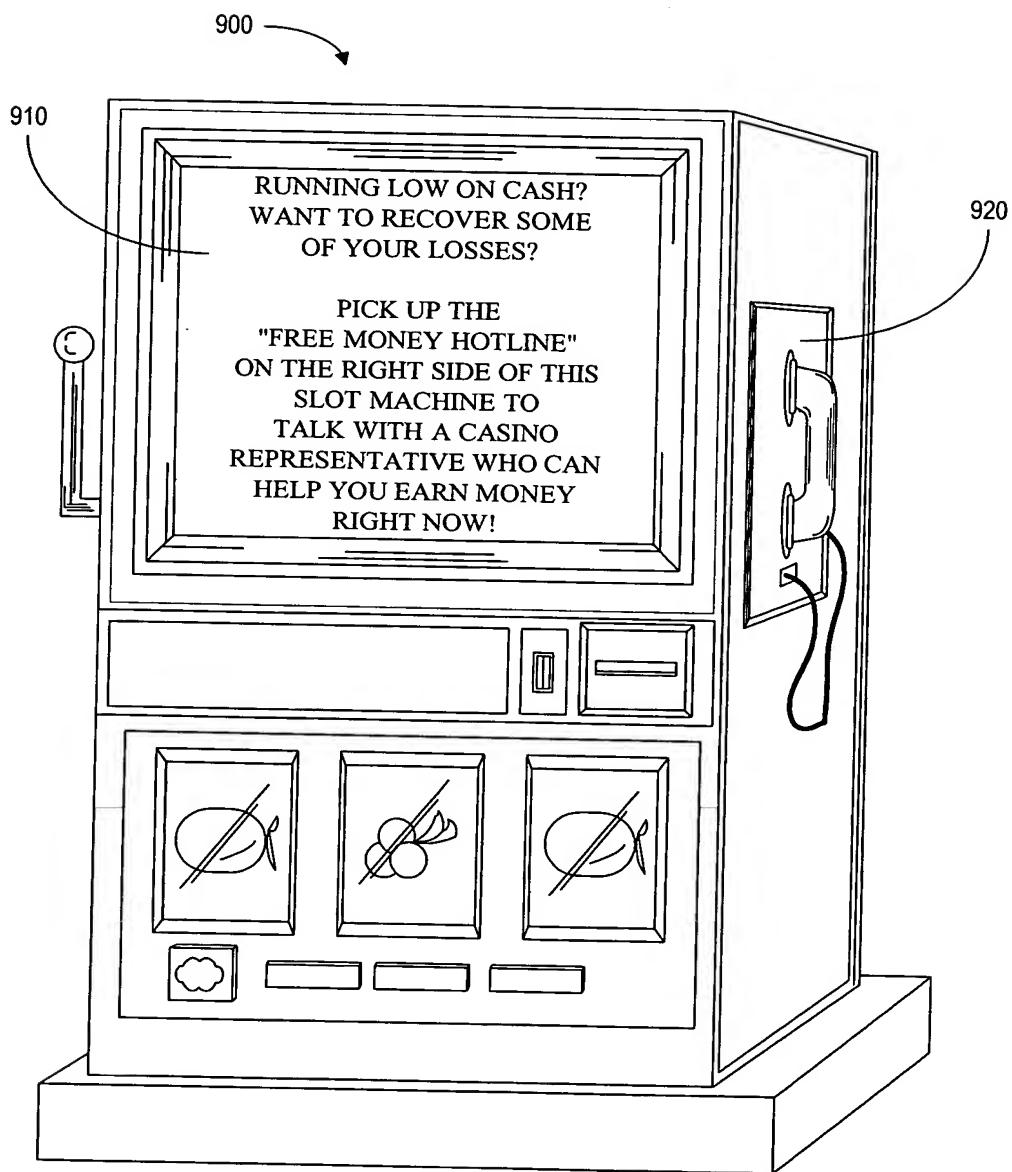


FIG. 9A

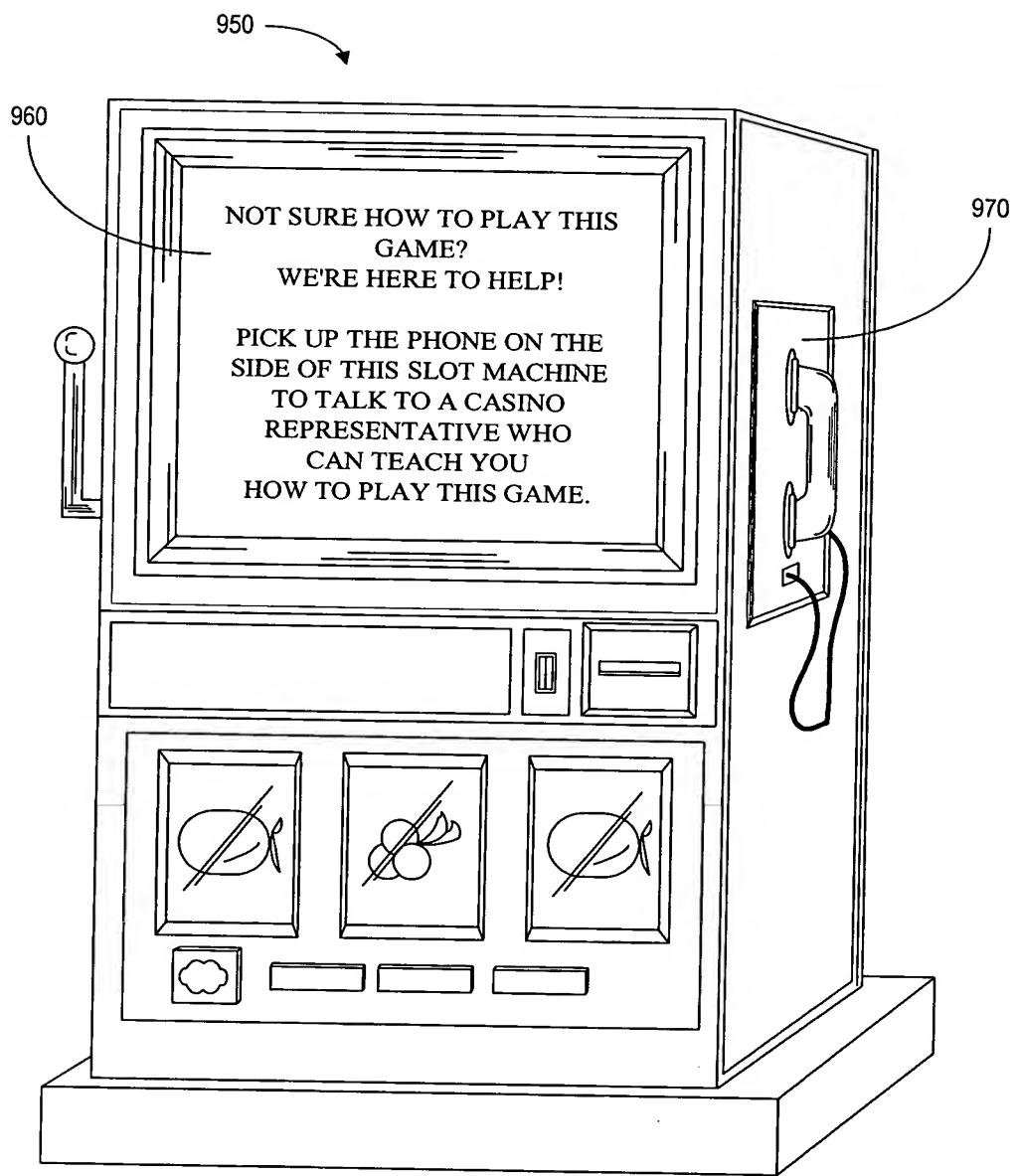
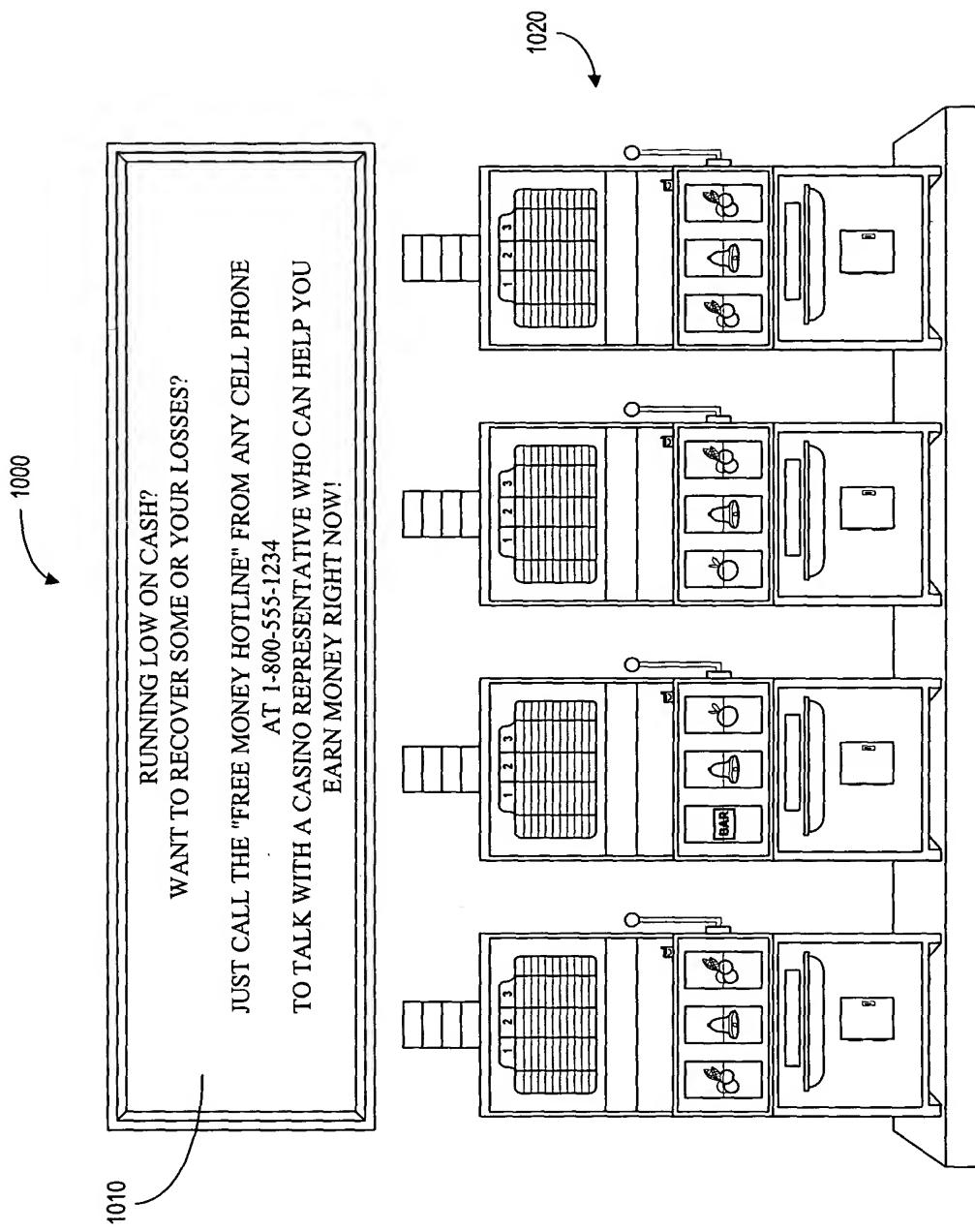


FIG. 9B

FIG. 10



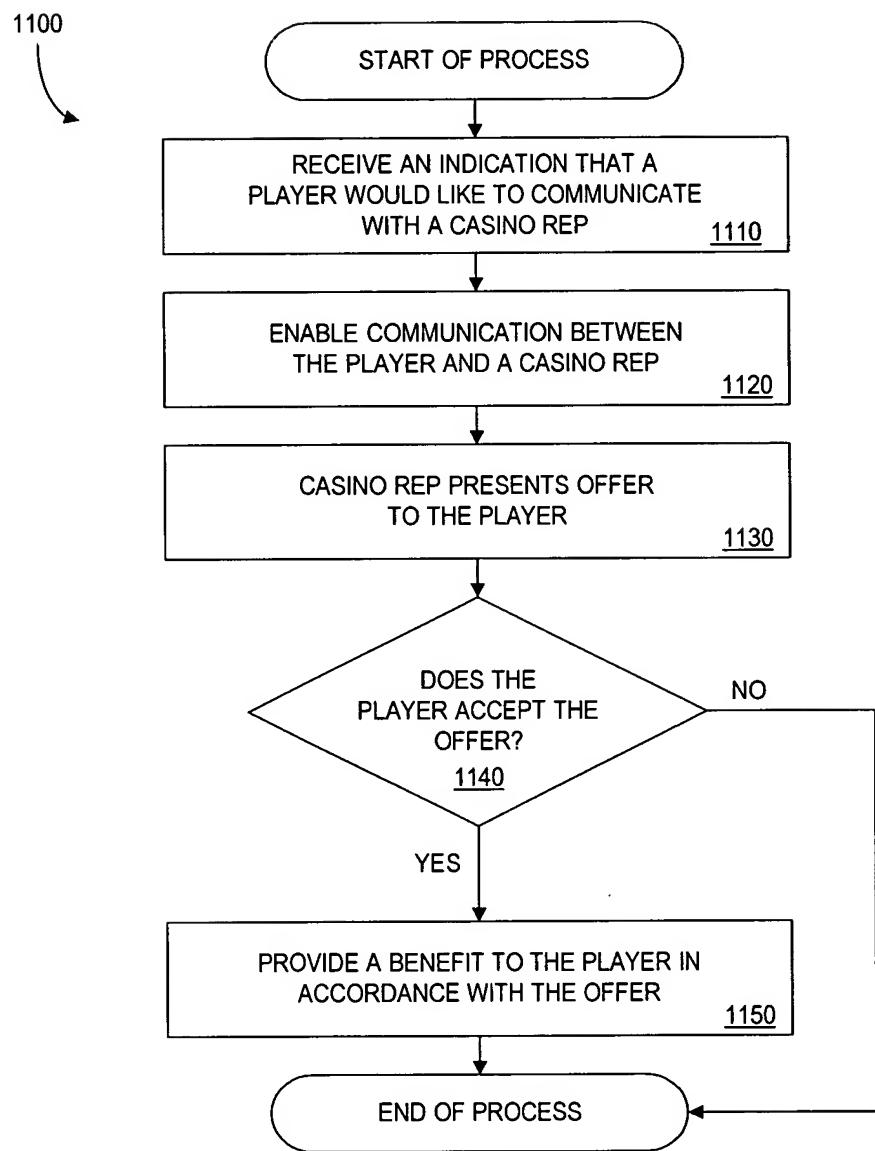


FIG. 11

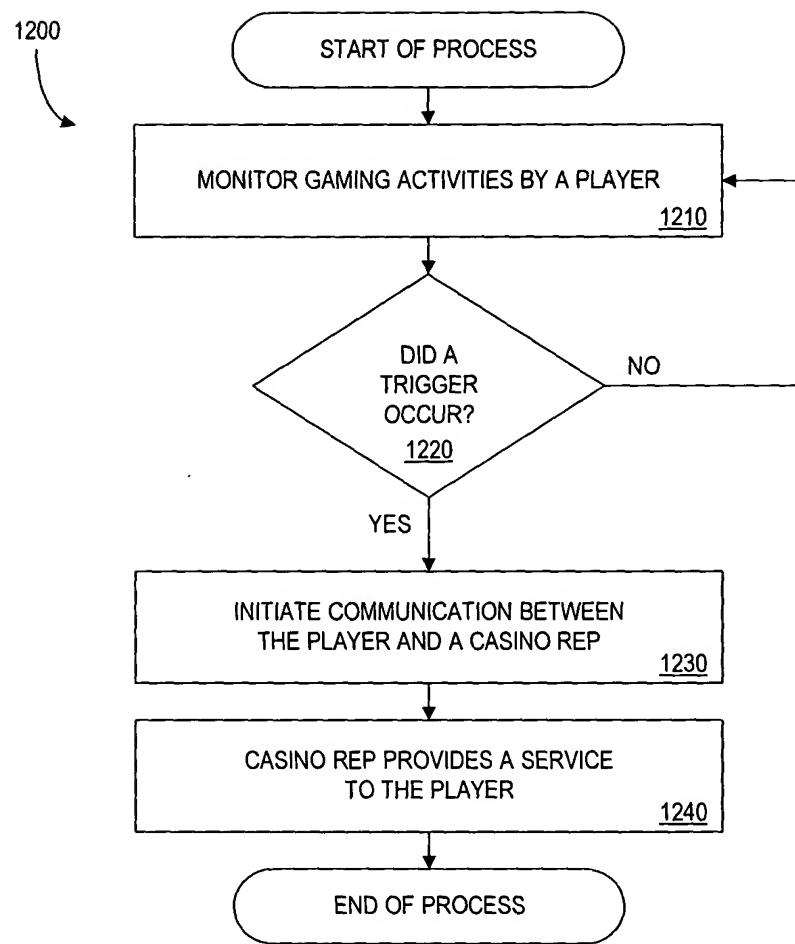


FIG. 12

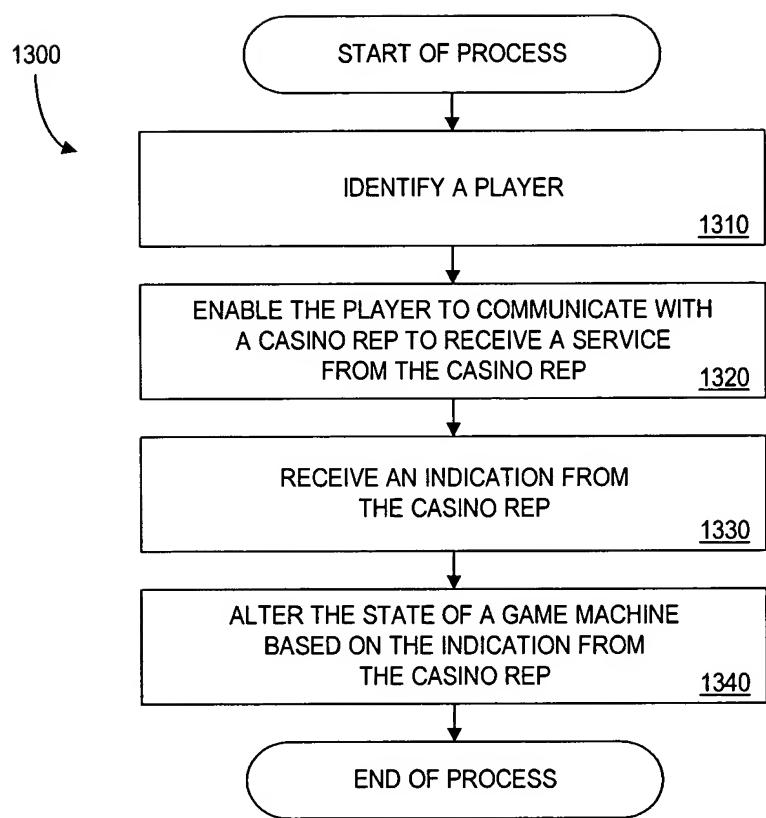


FIG. 13

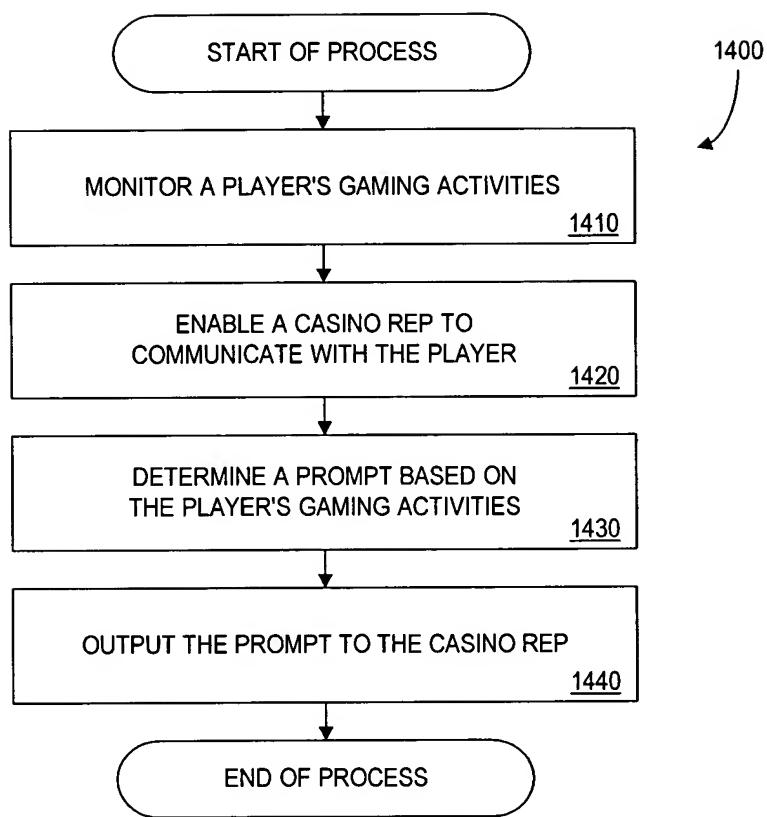


FIG. 14